



25th Annual Public Transportation Conference

Program

October 8–10, 2001

Wenatchee Center
Wenatchee, Washington

Dear Friends,

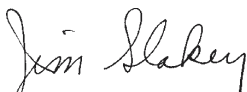
Happy Anniversary!! This is our 25th conference, and it is a significant milestone. Public transportation services have been provided in our state for more than 100 years, but I don't think we've had a sense of ourselves as an industry until the last 25.

The Public Transportation Conference has been an annual opportunity for us to gather to share ideas, to learn better methods, and to celebrate our accomplishments. But it has succeeded in doing more than that. Through the Conference, we have built a sense of community, of shared purpose and common goals. Our community has experienced good times and bad, but we have persevered; in fact we have overcome. Those of you who helped create our past 25 years understand that history. Those of you who are new to our industry and concerned about recent events can be assured these new challenges will also be overcome. We have the talent, we have the support, and we will find the means.

This year's program is outstanding. We have a diversity of workshop opportunities that will help us be more efficient and effective in serving the transportation needs of our customers. A lot of good people are here to share their expertise, and you will be able to network with them and your peers. The Awards Banquet will again be a highlight as we honor our best and brightest.

Our featured speakers are Doug MacDonald and Margarita Mendoza de Sugiyama. They will challenge you and they will energize you.

So welcome to Wenatchee. Let's get to work and have some fun!

A handwritten signature in black ink that reads "Jim Slakey". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jim Slakey
Conference Chair

Hotel Information

The West Coast Wenatchee Center Hotel has many amenities, including room service, indoor/outdoor pool, fitness center, spectacular river and mountain views, and rooftop dining at the *Wenatchee Roaster*.

West Coast Wenatchee Center Hotel
201 North Wenatchee Avenue
Wenatchee, WA 98801
(509) 662-1234 or (800) 426-0670

The Red Lion Hotel offers room service, in-room coffee makers, telephone data ports, laundry and valet service, and an exercise facility. The *Cityside Cafe* serves your favorite meals all day and evening in a relaxed, casual setting.

Red Lion Hotel
1225 North Wenatchee Avenue
Wenatchee, WA 98801
(509) 663-0711 or 1-800-REDLION

Registration and Information Desk

Registration will be held in the Wenatchee Convention Center lobby. The Registration and Information Desk will be open during these hours:

Monday, October 8, 2001

7:30 am – 10:00 am
11:30 am – 1:00 pm, and
3:00 pm – 5:30 pm

Tuesday, October 9, 2001

8:00 am – 5:00 pm

Wednesday, October 10, 2001

7:00 am – 11:30 am

Vendor Displays

A variety of vendors will have vehicles and displays in the Convention Center and outside in the parking lot.

Speaker Prep Room

Blossom Room

The speaker prep room will be available at the following times:

Tuesday, October 9	7:00 am – 9:00 pm
Wednesday, October 10	7:00 am – noon

The room will not be available at times other than those listed above. Please conduct your preparation during these times. If you need additional equipment or supplies, please see the Registration/Information desk for assistance.

Messages

You can leave messages for conference attendees at (509) 662-4411 or on the message board located near the Registration/Information desk. Please check this board regularly.

Name Badges

Your name badge is your admission to conference activities. Please wear your badge at all times while attending conference events. We will collect your name badge for recycling at the end of the conference.

Wall of Fame Photo Session

The photo session for the honorees will be on Tuesday, October 9th, and begins promptly at 2:00 p.m. in the Harvest Conference Room. Our goal is to have the photos taken as quickly as possible so that you can enjoy the evening with family and friends. To assist us in this effort, we ask that you please arrive on time.

Smoke Free

All conference activities located inside the convention center are designated as smoke free. If you care to smoke, please do so outside of the building.

Association Meetings

In addition to conference activities, the following association meetings will be held:

All Meetings:

Tuesday, October 9, 2001

8:30 am – 11:15 am

CTA NW

Golden Delicious East & West

WSTA Board of Directors

Gala Rooms 1 & 2

WSTA Human Resources

Red Delicious West

WSTA Operations Committee

Gala Rooms 2 & 3

Guest Speakers



Opening Lunch
Speaker (invited)

Doug MacDonald,
*Secretary of Transportation,
Washington State
Department of Transportation*

Mr. MacDonald was chosen by the Transportation Commission as the Secretary of Transportation after a nationwide search. Before coming to WSDOT, this Washington native served as the Executive Director of the Massachusetts Water Resources Authority, practiced law with the firm of Partner, Palmer & Dodge, and was legal counsel to the Massachusetts Port Authority.



Closing Lunch
Speaker

Margarita Mendoza de
Sugiyama,
*Director of Consumer Services,
Washington State
Attorney General's Office*

Ms. Mendoza de Sugiyama believes that every person has unique qualities that add to the diversity of the environment. This strengthens an individual's capacity for personal and professional success. Her enthusiasm is contagious and her message will energize and enlighten us.

Pre-Conference Training

Monday, October 8, 2001

Wenatchee Center

Registration and Information Desk Open

**7:30 am – 10:00 am,
11:30 am – 1:00 pm, and
3:00 pm – 5:30 pm**

Session 1: Focus on Transit Excellence Model

1:00 pm – 5:00 pm
Gala Rooms 1 & 2

Coordinators

Jim Slakey	WSDOT
Dave Turissini	Jefferson Transit

Speaker

Dave Turissini	Jefferson Transit
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Target Audience: Managers, supervisors, board members

Focus on Transit Excellence is an organizational development tool that goes after core issues by challenging everyone in the organization to rethink their roles and responsibilities. It develops mutual accountability, management from the bottom up, organizational ownership, personal responsibility and corporate empowerment. Implementation of the model is time consuming, energy draining, frustrating, two steps forward/one back, and effective.

This is not for the faint of heart. It involves honestly examining your organization and opening yourself up to criticism.

The four-hour overview is an introduction to the principles of the *Focus on Transit Excellence Model*, as well as a case study of what has happened at other transit agencies where it has been implemented. The benefits are spectacular: cooperative relationships between management and labor, improved customer service, meaningful service development, a satisfied/inspired workforce and improved problem solving.

Session 2: A Tough Call – To Test or Not to Test

8:30 am – 4:30 pm
Gala Rooms 3 & 4

Coordinator

Washington State Transportation Training Coalition

Speaker

Jeff Halstead	RLS & Associates
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Target Audience: First line supervisors for transit & special needs providers

If your organization receives Federal Transit Administration (FTA) funds, this workshop is a must for first-line supervisors. The FTA Drug and Alcohol Testing regulations require that your organization include reasonable suspicion testing in your program. Reasonable suspicion determination must be made by a supervisor that is trained in detecting the symptoms of drug use and alcohol misuse. This “Train the Trainer” style workshop will provide employees with the information they need to make that determination. Participants will be trained in the facts; circumstances; physical evidence; physical signs, symptoms, patterns and/or behaviors that are associated with prohibited drug use or alcohol misuse.

Session 3: TEAM Web

8:00 am – 4:30 pm
Golden Delicious East & West

Coordinator

Barb Savary	WSDOT
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Speaker

Elizabeth Sier	Federal Transit Administration
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Target Audience: FTA recipients

Federal Transit Administration (FTA) is rolling out their new grant-making software, “TEAM Web.” This workshop is a must for anyone in your organization who is responsible for securing FTA funds. FTA’s staff will provide participants with the information they need to navigate the new TEAM Web system. Participants will also have an opportunity to address questions to the experts.

General Sessions

Tuesday, October 9, 2001

Wenatchee Center

Registration and Information Desk Open

8:00 am – 5:00 pm

8:30 am – 11:15 am

Association Meetings (see page 6 for listing)

11:30 am – 12:45 pm

Opening Lunch – *Grand Apple Ballroom*

speaker: Doug MacDonald, Secretary of the Washington State Department of Transportation (invited)

1:00 pm – 2:30 pm

Workshops

A1 An Encore from the Transit Labor Man

Room: Red Delicious West

Coordinator

Marnie Slakey Pierce Transit

Speaker

Bruce Schroeder Summit Law

Target Audience: Human resource professionals and public transportation managers

Find out what's new in labor laws. Bruce Schroeder will review the latest happenings in transit contract negotiations, labor disputes, and related arbitration or legal issues. This interactive workshop will provide participants an opportunity to share their latest union issue and to ask the employment law questions that are creating a loss of both sleep and hair. Always informative and entertaining, Bruce provides advice and counsel to most transit agencies and many cities and counties throughout Washington State.

A2 Creating a Change-Ready Organization

Room: Golden Delicious East & West

Coordinators

Gordon Kirkemo WSDOT

Kathy Lindquist WSDOT

Speaker

Kathy Lindquist WSDOT

Target Audience: Leaders (at all levels) and managers in "new work places"

We live in a world that is in a continual state of change. It is inevitable, chaotic, and both frightening and energizing. Thus, organizations must learn to be flexible, responsive, resilient, creative, and to thrive on uncertainty and realize the full potential of those who lead and work within them. Organizations must transform. This session will provide participants with an understanding of the value of a dynamic environment.

A3 Linking Public Transportation with Affordable Housing

Room: Gala 1 & 2

Coordinator

Jeanne Ward ACCT/WSDOT

Speakers

Bill Angle King County Property Services Division
Corine Knudson Office of Community Development
Jan Briggs City of Shoreline

Target Audience: Planners, human service agencies, transportation providers

Experts in the field will describe their innovative approaches to creating transit-friendly developments and to integrating public transportation into community planning processes. What is the regulatory environment? What are the incentives to developers? What partnerships are necessary? What are the unique design elements? The session will answer these questions and more.

A4 ADA – Dealing with Difficult Passengers

Room: Gala 3 & 4

Coordinator

Barbara Alexander	Senior Services of Snohomish County
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Speakers

Barbara Alexander	Senior Services of Snohomish County
Gretchen Weber-Schlobohm	Community Transit
Christine Tipton	Parent of disabled adult

Target Audience: Paratransit providers

Dial-A-Ride Transportation (DART), in Snohomish County, has developed an innovative strategy for dealing with disruptive and unsafe behaviors. Utilizing behavior contracts, DART has greatly improved working relationships between providers, caregivers, and customers. Come learn how the behavior contracts were developed and implemented, and see if they might work in your community.

A5 Fickle Finances

Room: Fuji 1 & 2

Coordinator

Ginny Morin	WSDOT
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Speakers

Ginny Morin	WSDOT
Valerie Rodman	WSDOT

Target Audience: Current recipients of FTA and Rural Mobility grants administered by WSDOT

Have you ever spent the entire afternoon tearing your hair out, trying to prepare an invoice to bill for your 5310, 5311, or Rural Mobility grant? Find out how simple it really is by attending this workshop. Get a FREE electronic sample of a spreadsheet to track your grant. We can even personalize it for you. Find out about new reporting requirements. Learn how to meet your match, make tracking your grant as easy as 1-2-3, and ask those questions you've always wanted to ask.

A6 Making the Most of your Web Site

Room: Fuji 3 & 4

Coordinator

Barbara Davis	WSDOT
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Speakers

Gretchen Apgar	Speakeasy Network
Barbara Davis	WSDOT

Target Audience: Staff of transit systems and non-profits providing information on the Internet

Your web site needs more work, but where to start? Find out how usability testing can help you target your organization's limited time and resources to do the most good on your site. Learn an easy, fast, and economical approach to testing.

2:30 pm – 3:00 pm

Break

3:00 pm – 4:30 pm

Workshops

A7 Drug and Alcohol Update – What's New with the Feds?

Room: Red Delicious West

Coordinator

Barb Savary	WSDOT
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Speakers

Lori Jones	King County Drug & Alcohol Program
Christine Dirito	Intercity Transit
Barb Savary	WSDOT

Target Audience: Human resource managers, operations managers, drug and alcohol coordinators

The U.S. Department of Transportation has created new implementation guidelines for drug abuse and alcohol misuse testing programs. A drug and alcohol testing program manager for King County Metro will provide participants with an overview of the new 49 CFR Part 655 regulations. FTA recipients will be on hand to share what they learned during their recent FTA audit. Come and learn what your organization needs to do to stay in compliance with these federal regulations.

A8 Congestion Relief and Transportation Efficiency

Room: Golden Delicious East & West

Coordinator

Brian Lagerberg WSDOT

Speakers

Monica Reyes WSDOT
Greg Lippincott WSDOT
Brian Lagerberg WSDOT

Target Audience: Planners and other transportation professionals in urban areas

Congestion relief is a major focus of the Washington Transportation Plan. As a result, a significant portion of state transportation funding will be allocated to create congestion relief in Washington. This session will discuss how Transportation Demand Management (TDM) can be a significant tool for creating congestion relief. Panel members will focus on defining the terms, discuss measurement, and provide examples of how TDM can be measured to support congestion relief.

A9 Overcoming the Obstacles to Coordinated Transportation

Room: Gala 3 & 4

Coordinator

Don Chartock ACCT/WSDOT

Speakers

Karl Johansen Council on Aging & Human Services
Bonnie Miller Intercity Transit
Robin Phillips Oregon DOT

Target Audience: Public transportation providers, community service organizations, and planners

This panel will focus on the perceived barriers to coordinated and efficient transportation for people, including those with special needs.

The members of the panel will discuss liability issues surrounding the use of volunteer drivers; the use of the Internet to create better access to transportation choices in Washington; and examples of successful transportation coordination with school districts.

A10 EPA's Engine Emission Regulations

Room: Gala 1 & 2

Coordinators

Randy Winders Intercity Transit
Paul Gamble WSDOT

Speakers

Jim Hale Johnson Matthey
Chuck LeTavvec British Petroleum
Graham Noise World Energy
Chris Collet Allison
Larry Medearis Portland International Airport

Target Audience: Maintenance managers, general managers, board members

Has interest in Compressed Natural Gas peaked? Is hybrid-electric beyond the prototype stage? Does low-sulfur diesel do the job? What about bio-diesel? Are there compromises in engine efficiency, maintenance, fuel tank size and location, or fueling? Learn five alternatives for reducing engine emissions.

A11 Public Transportation Partnerships for Tomorrow

Room: Fuji 3 & 4

Coordinator

Tim Fredrickson Ben Franklin Transit

Speaker

Celia Kupersmith Golden Gate Bridge Highway and Transportation District

Target Audience: Board members, general managers, communicators, other transportation professionals

Public Transportation Partnerships for Tomorrow (PT²) is a nationwide education and outreach initiative designed to build support for public transportation among the public and local, state, and federal officials in order to positively impact funding decisions. Celia Kupersmith, a representative from the American Public Transportation Association, will give a presentation on this nationwide effort and the research that went into the development of the program.

A12 Capturing Rural Riders Without Busting Your Budget

Room: Fuji 1 & 2

Coordinator

Valerie Rodman WSDOT

Speaker

Selena Barlow Public Transportation
Marketing Consultant

Target Audience: Rural public transportation providers

Rural transportation service is typically less efficient than urban transit due to lower population densities and longer trip lengths. However, rural service can still be made more efficient by increasing passengers per mile. Join us for a workshop that explores low cost marketing ideas for service in and between Washington's rural communities.

Tuesday Evening

4:30 pm – 5:30 pm

Reception
Main Lobby

5:30 pm – 8:00 pm

Awards Banquet
Grand Apple Ballroom



2000 Awards Banquet

Wednesday, October 10, 2001

Information Desk open

7:00 am – 11:30 am

7:30 am – 8:45 am

WTS Breakfast (pre-registration required)

Grand Apple North Ballroom

9:00 am – 10:30 am

Workshops

B1 Ergonomics and the Bottom Line

Room: Golden Delicious East & West

Coordinator

Marnie Slakey Pierce Transit

Speakers

Joe Larson Pierce Transit

Per Johnson Kitsap Transit

Krista Sheehy Pierce Transit

Target Audience: Human resource professionals and public transportation managers

Ergonomic injuries can be very painful and disabling to the employee. These injuries are also costly to an organization due to absenteeism and low morale. The assessment of civil penalties for state and federal ergonomics violations can also be painful. This presentation will foster a discussion on how ergonomic injuries can be controlled, a review of the current federal and state laws and regulations, and some guidelines on how to assess and prevent ergonomic injuries as well as control costs.

B2 Innovative Commute Partnerships

Room: Red Delicious

Coordinators

Matt Hansen	King County Metro
Brian Lagerberg	WSDOT

Speakers

Erika Vandenbrande	City of Redmond
Matt Hansen	King County Metro

Target Audience: Transit professionals and community planners

TDM professionals face constant challenges to be creative and to achieve results. Learn how different levels of government not only thought “out of the box”, but also tossed the box in the recycling bin in their efforts to stretch resources and change commute patterns. King County Metro’s Commute Partnerships program won the Ford Foundation’s 2000 Innovations in American Government award. They accomplished this by attracting over two million new annual passenger trips to transit and HOV modes in four years. The federally funded Value Pricing program is seeking to change the economics of driving to work in downtown Seattle. The City of Redmond’s R-TRIP program identified a unique funding source to provide vastly enhanced TDM services to Redmond-based employers and to address needed infrastructure improvements. Find out how these programs got started and how they make things happen.

B3 ACCT – Building Community Coordination Models

Room: Gala 1 & 2

Coordinator

Jim Erlandson	ACCT/WSDOT
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Speaker

Doug Pilant	Salem Area Mass Transit District
Jim Erlandson	ACCT/WSDOT

Target Audience: Public transportation professionals and community service organizations

This workshop will focus on methods for coordinating special needs transportation at the community level.

Participants will receive information from different perspectives.

Jim Erlandson, Agency Council on Coordinated Transportation, will give an overview of the Community Coordination Grants and activities in the state of Washington.

Doug Pilant, representing the Chemeketa Area Regional Transportation System, will be presenting a three-county coordinated transportation process in Oregon. The system makes use of a number of funding streams and service mechanisms to meet the diverse needs in their community.

B4 Extending Access to the Fixed Route System for Riders with Disabilities

Room: Gala 3 & 4

Coordinator

Sandy Stutey	King County Metro
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Speakers

Terry Watson	Ride Connection, Portland, OR
Tim Renfro	Pierce Transit
Cris Colburn	Whatcom Transit

Target Audience: Operations supervisors/managers involved with making the service work

Often people with disabilities can navigate the fixed route system once they get to the boarding area. Overcoming environmental barriers can involve a number of solutions: personal, jurisdictional, or system. One of those solutions is to provide short trip “feeder” service to and from facilities using paratransit vans. But this kind of service is not without problems. What are appropriate transfer points? How can schedules be coordinated between paratransit vans and coaches? What happens when something doesn't work right? How do riders with disabilities feel about this shuttle service? Hear what several transit systems are doing in Washington to connect paratransit riders to main-line service, reducing operating costs and enhancing mobility.

B5 Public Access to Government

Room: Fuji 1 & 2

Coordinators

Sandy Byers Pierce Transit

Speaker

Brian Sontag State Auditor

Target Audience: Public transit board members, and transportation professionals

Government activities are the public's business. And while most local governments and state agencies adhere to laws protecting citizens' rights to public records and meetings, there is concern when governments close their doors to the public without considering state laws regarding openness. Earlier this year, the Legislature passed a bill, proposed by the State Auditor's Office, designed to clear up confusion on when meetings may be held out of the public eye.

B6 Fare Structures and Increases

Room: Fuji 3 & 4

Coordinator

Nicole Patrick WSDOT

Speakers

Susan Harris-Huether WSDOT
Nick Covey LINK Transit
Dale O'Brien Skagit Transit
Mary Jo Cady CTAA
Chuck Sawyer Metro Transit

Target Audience: Public relations, planning, and operations professionals

No one wants to hear that transit fares are going up. But in the post I-695 environment, raising fares is just a fact of life. Can we make it more palatable for our customers by doing more outreach throughout the process? This session's panel of transit and ferry staff will discuss strategies for public input, what works and what doesn't, and how you can help your customers deal with rate increases.

10:30 am – 10:45 am

Break

10:45 am – 11:45 am

Workshops

B7 Navigating the Family Medical Leave Act (FMLA) Maze

Room: Golden Delicious East & West

Coordinator

Marnie Slakey Pierce Transit

Speakers

Kristine Dupille Pierce Transit
Linda Hahn Kitsap Transit
Bruce Schroeder Summit Law

Target Audience: Human resource professionals and transportation managers

What can public transportation providers do to limit abuse and get employees back to work without getting into legal trouble? Workshop participants will discuss how to control absenteeism and at the same time stay in compliance with the FMLA. The rules and court decisions regularly change and create more confusion. Panel members will provide insight into how to navigate the tangle of overlapping requirements of the FMLA, the Americans with Disabilities Act, and on-the-job injury issues.

B8 Vanpooling Ten Years Out

Room: Red Delicious

Coordinator

Syd Pawlowski King County Metro

Speakers

Park Woodworth King County Metro
Daphne Tackett Pierce Transit
Tony Underwood Boeing

Target Audience: Transit professionals, elected officials, and others interested in transportation demand management

It is the year 2010; vanpools are in use everywhere for commuting in the northwest. During the last decade vanpooling more than doubled in the Puget Sound region. Why did this happen? How did this happen? Panelists will look back over the decade and highlight the most im-

continued

portant changes that drove vanpool growth. They will discuss changing business needs, regulatory changes, market changes and the changing role of vanpooling in the region. Panelists will discuss what really happened and how we got here.

B9 Creative Options for Providing Service

Room: Gala 1 & 2

Coordinator

Bonnie Miller Intercity Transit

Speakers

Michelle Cartwright	Kitsap Transit
Jean Archer	Pierce Transit
Cris Colburn	Whatcom Transit
Bonnie Miller	Intercity Transit

Target Audience: Public transportation professionals

Do you struggle with how to provide service for growing numbers with fewer dollars? This workshop will include transportation professionals who will discuss a variety of creative service options currently in use. When dollars get short, it becomes essential that we look outside the box!

B10 Improve Your Written Communications Skills

Room: Gala 3 & 4

Coordinator

Barbara Davis WSDOT

Speakers

Barbara Davis	WSDOT
Stan Suchan	WSDOT

Target Audience: Professional communicators as well as people who have other job titles but write a lot as part of their work.

Professional and novice communicators alike can benefit from this high-clip review. Topics will include communications planning; techniques for making your writing more readable; plain language principles; and quick tips for better layouts.

B11 Cameras on the Bus – Transit Security

Room: Fuji 1 & 2

Coordinator

Chuck Cox King County Metro Transit Police

Speakers

Chuck Cox	King County Metro Transit Police
David Fairbanks	King County Metro Transit Police
Sgt. Lonnie Arnold	King County Metro Transit Police
Sgt. Rob Mathis	King County Metro Transit Police

Target Audience: Transit professionals interested in making their system safer

Cameras on the bus, at park and ride lots, on coach escorts? What can you do to keep your system safe? See what the experts say really works. Come and learn about new technologies such as closed-circuit television and how it can help your organization. You will also receive information on incident reporting, resource allocation, and enhanced methods of bus route policing.

B12 Public Disclosure Commission Rules

Room: Fuji 3 & 4

Coordinator

Mike Harbour Intercity Transit

Speakers

Doug Ellis	Public Disclosure Commission
Tim Fredrickson	Ben Franklin Transit
Mike Harbour	Intercity Transit
Meg Kester	Intercity Transit

Target Audience: Public agency representatives responsible for dealing with the press

Are public agencies effectively muzzled from making a case for any tax increase measure they choose to put on the ballot? Is the public discourse on ballot measures enhanced by the rules in place by the Public Disclosure Commission (PDC)? Are the rules clear, unambiguous, and easy to comply with? A panel of public officials will discuss these issues.

12:00 pm – 1:30 pm

Closing Lunch – *Grand Apple Ballroom*
speaker: Margarita Mendoza de Sugiyama,
Director of Consumer Services,
Washington State Attorney General’s Office

Monday, October 8, 2001

7:30 am – 10:00 am
11:30 am – 1:00 pm
3:00 pm – 5:30 pm

Registration & Information Desk Open

Pre-Conference Training Sessions

Session 1	Session 2	Session 3
1:00 pm–5:00 pm Focus on Transit Excellence Model <i>Gala 1 & 2</i>	8:30 am–4:30 pm A Tough Call: To Test or Not to Test <i>Gala 3 & 4</i>	8:00 am–4:30 pm TEAM Web <i>Golden Delicious</i>

(Lunch on your own)

Tuesday, October 9, 2001

8:00 am – 5:00 pm
8:30 am – 11:15 am
11:30 am – 12:45 pm

Registration & Information Desk Open

Association Meetings

Opening Lunch – speaker: Albert Mensah – *Grand Apple Ballroom*

1:00 pm – 2:30 pm	Workshops				
A1	A2	A3	A4	A5	A6
An Encore from the Transit Labor Man <i>Red Delicious West</i>	Creating a Change- Ready Organization <i>Golden Delicious</i>	Linking Public Transportation with Affordable Housing <i>Gala 1 & 2</i>	ADA–Dealing with Difficult Passengers <i>Gala 3 & 4</i>	Fickle Finances <i>Fuji 1 & 2</i>	Making the Most of Your Web Site <i>Fuji 3 & 4</i>

2:30 pm – 3:00 pm Break

3:00 pm – 4:30 pm	Workshops				
A7	A8	A9	A10	A11	A12
Drug & Alcohol Update–What's New with the Feds? <i>Red Delicious West</i>	Congestion Relief & Transportation Efficiency <i>Golden Delicious</i>	Overcoming Obsta- cles to Coordinated Transportation <i>Gala 3 & 4</i>	EPAs Engine Emission Regulations <i>Gala 1 & 2</i>	Public Transportation Partnerships for Tomorrow <i>Fuji 3 & 4</i>	Capturing Rural Riders Without Busting Your Budget <i>Fuji 1 & 2</i>

4:30 pm – 5:30 pm Reception – *Main Lobby*
5:30 pm – 8:00 pm Awards Banquet – *Grand Apple Ballroom*

Wednesday, October 10, 2001

7:00 am – 11:30 am Registration and Information Desk Open

7:30 am – 8:45 am WTS Breakfast (*pre-registration required*) – "Public Transportation Funding: Who Pays?" –
Grand Apple North Ballroom

9:00 am – 10:30 am		Workshops			
B1	B2	B3	B4	B5	B6
Ergonomics and the Bottom Line <i>Golden Delicious</i>	Innovative Commute Partnerships <i>Red Delicious</i>	ACCT–Building Community Coordination Models <i>Gala 1 & 2</i>	Extending Access to the Fixed Route System <i>Gala 3 & 4</i>	Public Access to Government <i>Fuji 1 & 2</i>	Fare Structures and Increases <i>Fuji 3 & 4</i>

10:30 am – 10:45 am Break

10:45 am – 11:45 am		Workshops			
B7	B8	B9	B10	B11	B12
Navigating the Family Medical Leave Act Maze <i>Golden Delicious</i>	Vanpooling Ten Years Out <i>Red Delicious</i>	Creative Options for Providing Service <i>Gala 1 & 2</i>	Improve Your Written Communications Skills <i>Gala 3 & 4</i>	Cameras on the Bus–Transit Security <i>Fuji 1 & 2</i>	Public Disclosure Commission Rules <i>Fuji 3 & 4</i>

12:00 pm – 1:30 pm Closing Lunch – speaker: Margarita Mendoza de Sugiyama – *Grand Apple Ballroom*